

# Passages

Fall 2004

A P U B L I C A T I O N O F H O S P I C E O F G R E E N C O U N T Y , I N C .

## Wishes Do **Come True**

When Hospice of Green Country patient Lela Pickering was asked by her social worker what she wanted for her 103rd birthday, she said, "Well, honey, I would really like to go to Cain's Ballroom." When asked why she wanted to go to Cain's she said she loved to dance and was a good dancer.

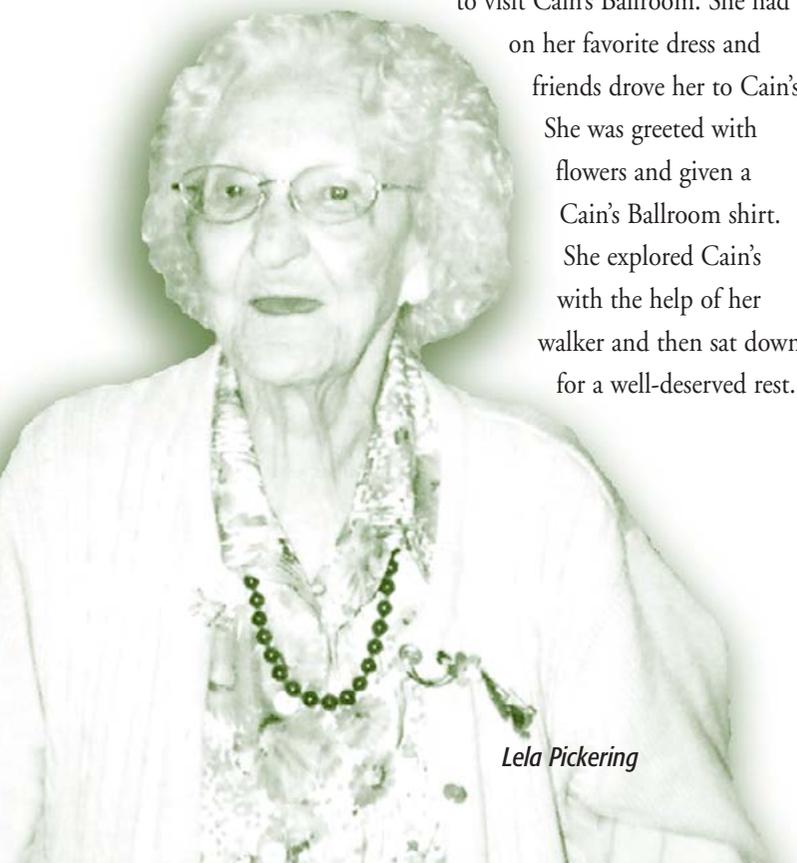
"Cain's allowed no rough stuff," said Lela. "It was a clean place. No brawls."

Every Saturday night, Lela and her girlfriends would go to Cain's. She and her girlfriends would get "all dolled up." She loved to do the waltz and the fox trot but said she "never did any of that jitterbug though."

"None of us girls wanted to go to Cain's with our boyfriends," said Lela. "You know how those boys are. They just want you to dance only with them. We wanted to dance with everyone, so we left them at home."

As Lela's 103rd birthday approached, her social worker, nurse and home health aide worked to make her birthday wish come true. They made special arrangements for Lela

to visit Cain's Ballroom. She had on her favorite dress and friends drove her to Cain's. She was greeted with flowers and given a Cain's Ballroom shirt. She explored Cain's with the help of her walker and then sat down for a well-deserved rest.



Lela Pickering

"They've fixed the place up and now they have concerts here. I don't remember it looking this way back then. But we sure had fun here. Thank you for making my birthday wish come true," said Lela smiling.

Lela is delighted to share some of the highlights of her long life with people she considers friends. She was born in Missouri and grew up in Tulsa. After her mother died, her mother's parents raised her. Lela remembers that she lived on Zunis street, just a few blocks from where the streetcar stopped.

When Lela's body became fragile a few years ago, she lived alone and had outlived most of her relatives. But as luck would have it, Lela met a wonderful woman named Norma Hamilton at church.

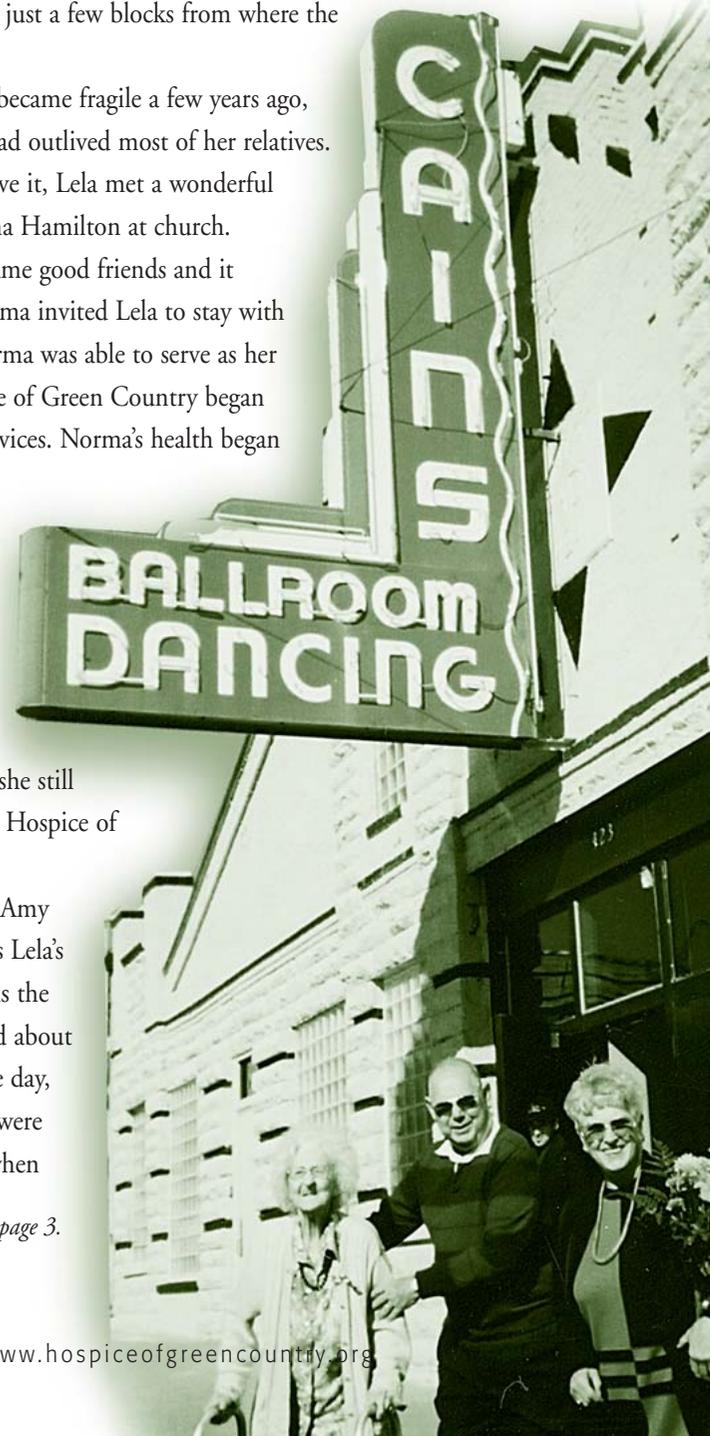
Norma and Lela became good friends and it wasn't long until Norma invited Lela to stay with her in her home. Norma was able to serve as her caregiver and Hospice of Green Country began providing hospice services. Norma's health began to fail and she also

became a Hospice of Green Country patient. Norma passed away in January 2004. Lela now lives in a nursing home where she still receives services from Hospice of Green Country.

Norma's daughter, Amy Trimble, who handles Lela's personal affairs, recalls the many stories Lela told about her job at a café. One day, Lela and a girlfriend were working at the café when

**Wishes** continued on page 3.

Lela Pickering  
outside Cain's  
Ballroom



# ACCOLADES *for Volunteers*

The Heart of Gold Award, the highest volunteer award given by Hospice of Green Country, was presented to volunteers Cathy Cole, Laurie Cooper, Mary Fagan, Sandi Garrett, Patty Herriage, Ruth Ann Kelley, and Rebecca Oberlin at HGC's 15th Annual Volunteer Appreciation Banquet, April 23, 2004. Heart of Gold Award recipients are volunteers who have served as an example of outstanding service and continue to serve as role models and mentors for their peers.

genuine appreciation of the volunteers; Kelli Riffe, RN, CHPN, for the creative and compassionate help she provides both patients and volunteers; and Victoria Clouse, RN, who provides heartfelt encouragement, enthusiasm and great appreciation to volunteers.

Volunteers, board members, staff and guests enjoyed entertainment provided by musicians Chuck Fluker and Shannon Surrott. David Blackburn, a volunteer for 16 years, asked selected volunteers to share their reasons for volunteering. Gary Patton, a professional photographer, and volunteer Ed Knell, donated their photography skills to capture the evening's events. Local florists donated beautiful centerpieces valued at more than \$1,000 to make the banquet an outstanding event.

On May 7, 2004, Cathy Harris was honored for her eight years of volunteer service to Hospice of Green Country at the American Red Cross Everyday Hero awards luncheon. Cathy won first runner-up in the Humanitarian category out of 136 nominees. Cathy makes copies of all the forms and is eager to help in anyway needed. Cathy has been hearing impaired since birth and has a delightful sense of humor and loves to



Heart of Gold ▲  
Winners

Ed Knell receives  
first runner-up ►  
at the Volunteer  
of the Year awards  
luncheon



Cathy Harris (left) ►  
and Benelle  
Reeble at the  
Everday Hero  
awards luncheon



Special volunteer awards were presented to Donna Rice and Vernon Hensley for their outstanding service. Donna has been a volunteer at Hospice of Green Country for 12 years. She compiles all the statistics for the volunteer department — volunteer hours, assignments and mileage — Donna goes above and beyond to assist with anything that is asked of her. Vernon Hensley, a volunteer for nine years, delivers supplies to patients, transports patients to appointments, makes minor repairs in patients' homes, and serves as a kind, sympathetic friend to people facing end-of-life issues. In 2003, he drove more than 8,899 miles and contributed over 470 hours.

Four Hospice of Green Country staff members were recognized as friends of the volunteer department. Staff awards went to Dr. Jeffery Alderman, medical director, for his gift of compassion, dedication and humor; Cheryl Larkin, social worker, for presenting at volunteer training and her

laugh. We are grateful that Cathy has chosen Hospice of Green Country for her volunteer experience.

Ed Knell, a Hospice of Green Country volunteer for eight years, was awarded first runner-up in the Mentor category at the Volunteer of the Year awards luncheon, organized by the Tulsa Association of Volunteer Administrators, on May 18, 2004. News Channel 8's Terry Hood served as master of ceremonies and Mrs. Kim Henry, Oklahoma's first lady, was the featured speaker.

Hospice of Green Country is proud of all our outstanding volunteers who continue to provide excellent care and support to our patients and staff.

If you are interested in learning more about becoming a volunteer for Hospice of Green Country, please call Benelle Reeble, PhD, CVA, director of volunteer and bereavement services, or Jeannie Jones, volunteer assistant, at (918) 747-2273. \*

MEDICAL

Perspective

BY JEFFREY ALDERMAN, MD

Many of my medical colleagues regularly ask me, "What exactly do you do for people in hospice?" The answer is both simple and complex. My short response is "I make people feel better." But, when reflecting upon that question a little longer, I start to think of the countless things our hospice providers do to ensure excellent care is delivered to our patients.

First and foremost, no single person provides hospice care alone – hospice can only function once a team of talented and giving providers is assembled. Every day, I rely upon my hospice teammates: home health aides, chaplains, nurse case-managers, volunteers, social workers and bereavement counselors. For example, yesterday a volunteer spent her day with a patient while his regular caregivers attended a church function. Meanwhile, a social worker spent hours on the telephone arranging a meeting to bring that patient's estranged relatives together. At the same time, a nurse case-manager assessed the patient for nausea, dispensing medications and remedies to bring about relief. It was no accident the patient (and his family) felt more comfortable. Behind the scenes, members of the hospice team were busy at work applying their unique talents to delivering outstanding care.

Hospice is not about 'me' – it is really about 'us.' No one person is more or less important to patient care. We are all working together to serve the common mission of bringing about comfort and relieving suffering in those with complex and advanced illness.

What exactly do I do in hospice? We help people feel better. \*

Jeffrey Alderman, MD, is a medical director at Hospice of Green Country. He practices internal and palliative care medicine and teaches at OU-Tulsa College of Medicine.

**Wishes** *continued from page 1.*

one of their regular customers came in. He asked them if they would like to go to a club. Since they loved to dance, they agreed. Being in the 1920s, they had to take two busses to get to the club. Once they arrived, they immediately knew something was wrong when they had to give a special knock to enter. Inside they saw gambling tables, drinking and men with guns. It was a speakeasy!

"They both drank a Coke and the regular from the café drove them home," said Amy. "Lela knew her grandfather would not approve of them being there."

While working at the café gave her a madcap experience, it also brought Lela the love of her life. It was in this café where she met her husband of 60 years, Buel Pickering. He

was a mechanic who worked across the street.

"When he got off work, I would be starting my shift at the café. He would come in every day for dinner and to talk with me," said Lela.

Lela now has trouble hearing and needs assistance with her daily life. Her Hospice of Green Country social worker, nurse and home health aides visit her regularly. Although her short-term memory is nearly gone, if you bring her a Reese's peanut butter cup and ask her questions, she enjoys telling you about her long and happy life. And her birthday is just around the corner. Lela will be 104-years-old on November 23, 2004. \*

## Southwest Office Opens in Sapulpa

President Herron  
with Harry  
Freeman, trustee  
with the Bartlett  
Foundation

On May 13, 2004, Hospice of Green Country celebrated the opening of its Southwest office in Sapulpa by hosting an open house for the community.

"Thanks to the generosity of the Bartlett Foundation, our long-term dream of opening an office in the Sapulpa area has become a reality," said Tamra

Moore, HGC executive director. "With our new office, we will be able to efficiently care for our patients and family members in Creek, Okmulgee, Osage and Pawnee counties. Whenever possible, staff from the local area will be used.

"In 2003, Hospice of Green Country served 26 patients from Creek County. In the first six months of 2004, 21 patients have received care from our agency. We are expecting the patient number to continue to increase through the remainder of the year and into 2005."

Bristow resident, Angela Wiley, LPN, serves as the marketing representative for the area.

"I am so excited to tell the community about the positive experience hospice care can bring to the patient, their family and loved ones," said Angela. "It is an opportunity to allow patients to live their final days in a comfortable, familiar environment surrounded by their family and friends."

The Southwest office of Hospice of Green Country is located in the Sapulpa Family Resource Center at 210 E. Dewey. For more information about hospice services in the Sapulpa area, call Angela Wiley at 747-2273 or visit our website at [www.hospiceofgreencountry.org](http://www.hospiceofgreencountry.org). \*



## just stay home

In today's hectic world, Hospice of Green Country has an opportunity for you to stay at home while supporting quality and compassionate end-of-life care for patients and families in northeastern Oklahoma – regardless of the ability to pay.

Tracy and Hal Salisbury, honorary co-chairs of the 2004 Stay at Home Tea, invite you to make a donation to help support Hospice of Green Country.

"Fix a cup of tea, sit in a comfortable chair, prop your feet up and enjoy a winter evening at home," said Hal Salisbury, Hospice of Green Country board member and honorary co-chair. "And while you are relaxing, don't forget to make a donation to Hospice of Green Country."

Proceeds from this "non-event" will provide palliative (comfort) care for those who lack the ability to pay through the Courtesy Care program. In 2003, more than \$430,000 was spent providing

end-of-life care for patients and their families through the Courtesy Care program.

Watch for your invitation to arrive in November. This "virtual" event is **NOT** scheduled for Saturday, December 11, 2004. Be sure to mark on your calendar to have a cup of tea, make a donation to benefit Hospice of Green Country and just stay home.

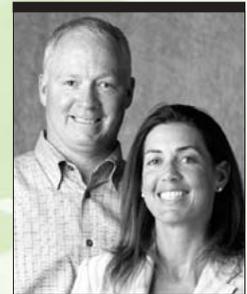


PHOTO PROVIDED BY TOM GILBERT,  
CHIEF PHOTOGRAPHER, TULSA WORLD.

Stay at Home Tea  
Honorary Chairs,  
Tracy and Hal Salisbury.

## Albertsons Cards Will Benefit Hospice of Green Country

Albertsons offers a rebate to Hospice of Green Country for 2 to 5 percent of total sales recorded each quarter by the use of these cards.

By using a Hospice of Green Country Albertsons card when shopping, you can help support end-of-life care for patients and families who lack the ability to pay.

### How the Card Works . . .

When checking out at any Albertsons store in the United States (except the Dallas/Ft. Worth area) have the cashier scan your Albertson's card. Transactions properly recorded will print the words "Community Partner" and Hospice of Green Country's UPC number on the receipt. At the end of each quarter, Albertsons will send a donation to Hospice of Green Country according to the sales recorded by our UPC number.

If you would like an Albertsons card, please call Donna Stidham, development director, at 747-2273 or e-mail at [dstidham@tulsahospice.com](mailto:dstidham@tulsahospice.com).



BY JACOB GEORGE, MTH, DMIN, BBC

# Joy of Caring

Hospice provides you with opportunities for giving and receiving. There are some very obvious blessings I get from serving and caring — the feeling that I have helped someone and that I am making the world a better place in some small way. These are powerful and selfless reasons to participate in caring for our patients and their families. They have taught me that they have so many things to give and so many experiences to share about periods in their lives that I have yet to live in my own. I find that in a world where the younger people I interact with daily are often in a hurry, our patients and their families have the time to really listen and reflect on situations around them. Even though I enjoy helping them in any way I can, most often I think I benefit more than they do by my visits!

Recently I received a card from a patient. She reflected on the system of caring from our hospice and on relationships formed. She wrote, "I am housebound, and your hospice staff have been one of the few sources of outside contact. You all have been generous in the time you have spent with me and have always made my day brighter whenever you stopped by. I am truly grateful for such caring people."

When we offer ourselves in concrete ways, we not only offer the care we have, but we become more caring. As we receive the gifts of others and see our own hearts transformed by offering ourselves, our ability to care is rekindled or born anew. In taking the time to sit, talk and listen with someone who does not get out much, we develop a sense that we need to take the time to think about what is really important in our lives. ✨

Jacob George serves as director of spiritual care for Hospice of Green Country. He holds a doctoral degree in pastoral counseling from TCU and is a board certified chaplain.

# Vision for Hope

*"Grief is neither a disorder nor a healing process; it is a sign of health itself, a whole and natural gesture of love. Nor must we see grief as a step towards something better. No matter how much it hurts – and it may be the greatest pain in life – grief can be an end in itself, a pure expression of love."*

*– Gerald May, Psychologist and Theologian*

Whether they have been with you eight weeks or eighty years, the loss of a loved one leaves family members grieving. Often spouses, children, parents, siblings or friends need a little help before or after a hospice patient has passed away. Hospice of Green Country's grief recovery services provide support, education and training for all aspects of the grief process to residents of northeastern Oklahoma.

The bereavement department follows patients' families and friends for 13 months after the death of a loved one with phone calls, mailings and memorial services. In addition, several new services are being offered.

Our newest service will be Companionship Volunteers. Hospice of Green Country volunteers have been trained to provide support for various projects such as running errands, assisting with home projects, or taking a family member to lunch. Beginning in October, a grief support group will begin meeting quarterly to start to build a sense of community in dealing with loss and grief issues. A bereavement newsletter will be distributed to Hospice of Green Country families who have lost loved ones. Recently, a new library area was created for families, staff and volunteers to browse and learn more about the process of grief and loss. References to Internet articles on grief are being regularly added to the reading area.

Beginning this fall, the University of Oklahoma Research Institute will provide students, faculty and physicians an opportunity to conduct a needs assessment to ensure that our grief recovery and support services fit the needs of eligible families.

If you would like to talk with someone about our grief recovery programs, or are interested in becoming a Companionship Volunteer, please call Benelle Reeble, PhD, CVA, director of volunteer and bereavement services, or Star Saldana, bereavement assistant, at 747-2273, or email at [breeble@tulshospice.com](mailto:breeble@tulshospice.com). \*

*"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." — Margaret Mead*



*Tamra Moore, RN*

Hospice of Green Country exemplifies this favorite quote. HGC was founded by a group of concerned citizens including 37 physicians, nurses, social workers, ministers and community volunteers. Today, current staff and volunteers live this philosophy with each life they touch. The quality of

their care is evidenced by the number of cards and notes of appreciation received each week from families and loved ones of past patients.

I am so honored to be a part of this committed and compassionate team. We will remain true to our mission: providing quality and compassionate end-of-life care — regardless of the ability to pay. The challenge ahead of us lies in our capability to maximize our financial resources during a time when the number of those without the ability to pay is ever increasing. Hospice of Green Country has been changing our community for over 17 years and with this team's energy and commitment, we will continue our mission in the many years to come. ✨

*Tamra Moore, RN  
Executive Director*

## from the president



*Susan M. Herron, RN, MBA*

On behalf of the board of directors, I am pleased to welcome the new executive director of Hospice of Green Country, Tamra Moore, RN. Tamra comes to us with over 20 years of healthcare experience in a variety of leadership roles. She is bringing new life to the organization with her exceptional attitude,

wisdom and belief in the work of hospice. Having been with the organization only a few months, the board is pleased with the quality of service improvements already visible within the team of dedicated staff at Hospice of Green Country. I have had the pleasure of working with Tamra in the past and know first-hand her abilities to select staff for their talent, define the right outcomes, focus on strengths of the organization and the individuals, and then, as each person grows, encourage them to find their best fit among the team. We are grateful to have such a talented leader and role model for our organization.

Vince Lombardi once said, "The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor." All individuals associated with Hospice of Green Country are committed to their respective field. The strength of our organization comes from within the hearts of those fortunate enough to be

touched by the mission of our work. From the volunteers serving at a patient's bedside to the professional staff dedicated to providing quality end-of-life care, the work that is provided never loses focus on those patients who are entrusted to our care. The mission of hospice is even brought to each of the board meetings, by starting the meeting with a patient account shared by one of the direct caregivers. The purpose of this agenda item is to bring focus to the mission and to remind us of the valuable role we too are called to serve in the organization. As a board member of several organizations, I have seen how easy it is to get "caught up" in the business of a board and forget the true mission of the organization. Personally, I am proud to be a member of an exceptional group of volunteers who serve as board members at Hospice of Green Country and who have a clear vision of mission!

The board also has a clear fiduciary responsibility to ensure the future of our precious resources. The resources entrusted to Hospice of Green Country through generous donors, the reputation and history of the agency, the staff, and most of all our patients, are considered and regarded in all actions taken by the board. ✨

*Susan M. Herron, RN, MBA  
President, Board of Directors*

## 2004 Board of Directors

### President

Susan M. Herron, RN, MBA  
Jane Phillips Medical Center

### President-Elect

Jane Mudgett, Capital Homes Residential Group

### Treasurer

Jim Huff, Community Volunteer

### Secretary

Ken Noteboom, Hillcrest Specialty Hospital

Russ Angell, Leaders Life Insurance  
Shawn Crismon, Walgreens  
Rodger E. Goldman, Smith Barney  
Herbert P. Haschke, Jr., Attorney at Law  
Bob Hulsey, Williams  
Clark James CLU, James & Associates  
Mae Evelyn Jenkins, Community Volunteer  
Linda J. Jordan, The Scissortail Group  
Arno F. Kahn, Community Volunteer  
Ron Main, JD, Attorney at Law  
Elaine Moore-Jones, Moore Funeral Homes  
Hal Salisbury, Oklahoma Offset  
William Tankersley, DMin, Boston Avenue  
Methodist Church  
Chris Traband, Traband Realty Corp.  
Sandra Yeo, Senior Star Living

### Honorary Member

Ron Peters, State Representative

### Leadership Tulsa Intern

Steven E. Nell, Bank of Oklahoma

### Executive Director

Tamra Moore, RN

[www.hospiceofgreencountry.org](http://www.hospiceofgreencountry.org)



## Hospice of Green Country

2121 South Columbia Avenue • Suite 200  
Tulsa, Oklahoma 74114

### ADDRESS SERVICE REQUESTED

Nonprofit Org.  
U.S. Postage

**PAID**

Tulsa, OK  
Permit No. 414

### Our Mission

Hospice of Green Country is a nonprofit, community-based, nondenominational, United Way agency dedicated to providing compassionate and quality end-of-life care to patients and families – regardless of ability to pay.



United Way



Joint Commission

on Accreditation of Healthcare Organizations

## hospice events

# Mark Your Calendar!

**Friday, October 15**

*Tulsa Area United Way Mid-Campaign*

**October 26-27**

*State Hospice Conference*

**November**

*National Hospice Month*

**Sunday, November 7 • 2 p.m.**

*Fall Memorial Service*

**Thursday, November 11**

*Tulsa Area United Way Victory*

**Saturday, December 4**

*Remembering Others Volunteer Event*

**Saturday, December 11**

*Stay at Home Tea*

### Hospice of Green Country Staff

Jeffrey Alderman, MD – Medical Director  
Dala Jarolim, MD – Medical Director  
William Smith, MD – Medical Director

Connie Anderson, LPN  
Wendy Bowman, CHHA  
Cleshona Brewer, CHHA  
Pete Brown, CHHA  
Kathryn Bryson, RN  
Christa Burton, LPN  
Marie Chapin  
Mary Fluker, RN, BSN, CHPN  
Linda Gardner, RN, CHPN  
Connie George, LPN  
Jacob George, MTh, DMin, BBC  
Lisa Hammonds, RN  
Sherry Henton, RN  
Sharyn Hundley  
Katie Jackson, CHHA  
Jacinta Jones  
Jeannie Jones

Pam Kieslich  
Cherl Larkin, MSW  
Katy Livingston, PhD  
Christy Lyke, RN, BSN  
Sandra MacKool, LPN  
Paul Mader, II, CHHA  
Charlene McCloud, CHHA  
Michayne Morris, CHHA  
Sandra Mosby  
Janet Myers  
Brandy Piersall, RN, CHPN  
Debby Raskin, PHR  
Bennelle Reeble, PhD, CVA  
Kelli Riffe, RN, CHPN  
Star Saldana  
Allison Sanders  
Gary Sisson  
Patsy Snively, CHHA  
Deb Sodergren, BSW  
Donna Stidham, CFRE  
Janet Teel, RN, CHPN  
Marilynne Tuggle, LPN  
Angela Wiley, LPN

#### Hospice of Green Country

2121 S. Columbia Avenue  
Suite 200  
Tulsa, OK 74114  
(918) 747-CARE (2273)  
Referral Line: (918) 747-0010  
Fax: (918) 747-2573

#### Hospice of Green Country Northeast

1005 West Archer Drive  
Claremore, OK 74017  
(918) 342-1222  
Fax: (918) 342-8191

#### Hospice of Green Country Southwest

210 E. Dewey  
Sapulpa, OK 74066  
Phone/Fax: (918) 224-7403

